

5W-02361A-05-0657



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**ORIGINAL**  
**ARIZONA CORPORATION COMMIS:**  
**UTILITY COMPLAINT FORM**

4700

Investigator: Carmen MadridPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion      No. 2006 - 53127Date: 6/20/2006Complaint Description:      08A Rate Case Items - OpposedFirst:Last:Complaint By:      **Jennifer****Roberts**Account Name:      Jennifer RobertsHome: (000) 000-0000Street:      [REDACTED]Work: (000) 000-0000City:      [REDACTED]CBR:State:      AZ      Zip: [REDACTED]is:Utility Company:      **Black Mountain Sewer Corporation**Division:      sewerContact Name:      n/aContact Phone: [REDACTED]Nature of Complaint:

[REDACTED]

DOCKET CONTROL # 0236 IA- 05-0657

Dear Sir/Madam,

I would like to request you oppose a rate increase for Black Mountain Sewer Company. I am a resident of the Boulders community in Carefree and have serious concerns about this company and their integrity. Unfortunately I was not able to attend the hearing held on this due to my job commitments so therefore am writing of my concerns.

As you aware there have been ongoing problems with BMSC in my community since their purchase of our sewer system in 2001; of which BMSC has done little or nothing. My home has experienced intermittent sewer smells at times of which the cause is not fully determined but it is felt it is likely due to some backup in the sewer pipes. I have also smelt sewer smells in the air on walks I have taken around the community; especially in the vicinity of the sewer plant and also at times extremely bad smells when driving at the intersection of my street Staghorn Lane and Boulder Drive.

I love the community I live in and have worked many years in able to purchase a home here and am very dismayed at the effect BMSC is having on this community and the very real likelihood that this situation is going to negatively affect my property values. Few people want to live with sewer smells or in a community where sewerage is trucked out. I am also dismayed that these sewer smells are present in the Boulders Resort and Spa which again can affect the property values and enjoyment of these facilities by our community.

On closing I would again like to urge you to please oppose a rate increase for BMSC, a Canadian company who are physically far removed from Carefree and who have shown little if any interest in addressing issues from their customers and appear only to be concerned with profits. I feel the \$38 I am paying them each month is

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more then adequate compensation especially considering the ongoing problems that we are having.

Yours truly,  
Jennifer Roberts  
(Boulders Resident: [REDACTED])  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

6/20/06 Opinion noted and filed in docket no. SW-02361A-05-0657. closed

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June 20, 2006.

Jennifer Roberts  
[REDACTED]

Dear Ms. Roberts,

My name is Carmen Madrid and I am a Public Utility Consumer Analyst with the Arizona Corporation Commission.

Your letter regarding the Black Mountain Sewer Company application for a rate increase has been received. Your opinion will be filed in docket no. SW-02361A-05-0657 and made a part of the official docket. The Commissioners and staff members in this matter will all receive a copy of your opinion.

If you should have any questions you may contact Consumer Services at 602-542-4251.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
\*End of Comments\*

**Date Completed: 6/20/2006**

**Opinion No. 2006 - 53127**

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